

Summary of the Community Action Plan between the Buffalo Niagara Community Reinvestment Coalition and Northwest Bank.

Northwest will lend or invest approximately \$102 million to low- and moderate-income (LMI) borrowers and communities, and borrowers and communities of color, in the Buffalo-Niagara MSA over a five-year period from 2017 to 2021.

Mortgage Lending

Community Benefits Commitment: **\$8 million over 5 years**
Northwest has agreed to increase its lending to underserved borrowers by 10% each year of the agreement. This commitment includes specific goals for home purchase and rehab lending to LMI borrowers, LMI neighborhoods, people of color and neighborhoods of color. Northwest will also pilot a minimum loan amount policy to permit smaller mortgages options in areas where home prices are lower, such as Buffalo's East Side.

Small Business Lending

Community Benefits Commitment: **\$75.5 million over 5 years**
Northwest has agreed to lend \$75.5 million to businesses in the Buffalo-Niagara MSA with less than a million dollars in gross annual revenue. This commitment also represents a 10% increase over Northwest's previous lending in the Buffalo-Niagara MSA. Northwest has also agreed that it will make \$36.8 million in loans to businesses located in LMI neighborhoods in the Buffalo-Niagara MSA.

Community Development Lending and Investment (CDLI)

Community Benefits Commitment: **\$18.3 million over 5 years**
Northwest will devote \$18.3 million in CDLI to the Buffalo-Niagara MSA. Northwest will work with the BNCRC to evaluate and identify community development loan and investment projects that meet community need and maximize impact on communities of need.

Philanthropy

Community Benefits Commitment:

\$200,000 over 5 years

Northwest will disseminate \$200,000 in grants over the next five years, which represents a twentyfold increase in Northwest's philanthropy to the Buffalo-Niagara MSA. Included in this commitment is a pledge from Northwest to support the BNCRC's ability to conduct trainings, hold community meetings and engage the community in planning processes and hosting community and economic development events such as a reinvestment summit in Buffalo in the fall of 2017.

New Branch

Northwest will commit to developing a comprehensive five-year branching and service delivery strategy for the Buffalo-Niagara MSA. The plan will include opening a branch in an LMI census tract within the Buffalo Niagara MSA. Northwest will consider additional locations for a bank office and ATMs within LMI census tracts in the Buffalo-Niagara MSA based on market opportunities. The plan will be developed with help from the BNCRC and community leaders.

Staffing

Northwest will hire two Community Development Officers (CDO) for the Buffalo-Niagara MSA who report to the regional president. The CDOs and the regional president will be accountable to the commitments made in this agreement.

Refugee Services

Northwest will work with local workforce development and refugee organizations to develop skilled staff to work in the financial services industry. BNCRC members who work in the refugee community will work with Northwest to develop and implement this program. These efforts will help train refugees for work in the financial services industry as well as help Northwest provide dedicated services in the languages needed in neighborhoods across the region. Northwest will also provide guest speakers at community events about services for the refugee population in order to promote their services to refugees.

Weatherization/Energy Efficiency Loans

Northwest will work with the Buffalo Cooperative Credit Union to develop an alternative to their Home Equity Line product that will assist LMI borrowers with low equity in their homes in making their residences weatherized and energy efficient.

Plan Governance

Northwest will meet with the BNCRC on a quarterly basis to monitor and evaluate progress toward the agreement. The CEO and other top executives will be present at those meetings.